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**Name:** Examiner Andre Jackson  
**Company:** USPTO / GAU 3677  
**Fax No:** 703-872-9306

**FROM:** Ramraj Soundararajan**YOUR FILE:** 09/768,458

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PTO/SB/21 (04-04)

Approved for use through 07/31/2008. OMB 0851-0031

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<b>TRANSMITTAL FORM</b> (to be used for all correspondence after initial filing)	Application Number	09/768,458	
	Filing Date	1/25/01	
	First Named Inventor	Kraft, Reiner	
	Art Unit	3677	
	Examiner Name	Andre Jackson	
Total Number of Pages in This Submission	24	Attorney Docket Number	ARC920000101US1

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement  <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____	<input type="checkbox"/> After Allowance communication to Technology Center (TC) <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Other Enclosure(s) (please identify below):
Remarks		

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Ramraj Soundararajan
Signature	<i>Ramraj Soundararajan</i>
Date	March 29, 2005

CERTIFICATE OF TRANSMISSION/MAILING			
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Typed or printed name	Brandi Franklin		
Signature	<i>Brandi Franklin</i>	Date	March 29, 2005

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09/768,458

MAR 29 2005

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Kraft et al.

Serial No.: 09/768,458

Group Art Unit: 3677

Filed: 1/25/2001

Examiner: Andre L. Jackson

Title: *Enhancing Sales for Service Providers by Utilizing an Opportunistic Approach  
Based on an Unexpected Change in Schedule of Services (time, location)*

AMENDMENT

MS Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
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Sir:

In response to the outstanding office action of 12/29/2004, applicants respond as follows: